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College of Business
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Academic Background

Academic Degrees

M.B.A. University of Louisiana, Lafayette, Business Administration, 2000.

Professional Certifications

Google Project Management Certificate, 2025

SCMP-Strategic Communications Management Professional, 2024, Dallas, TX.

HRCI-SPHR, 2015, Dallas, TX.

SHRM-SCP, 2015, Dallas, TX.

Work Experience

Work Experience

Professor, TEXAS A&M UNIVERSITY - COMMERCE (January, 2022 - Present), Commerce, Texas.

Taught MGT 303 Business Communications in person and online classes in Fall, Spring and Summer semesters.
Developed and Delivered Curriculum on:

- Written and Verbal/Nonverbal Communication – includes proper email structure and etiquette, formal letters and the Impact of Bad Writing
- Personal Branding – includes LinkedIn Profiles, Strength Finder, Cover Letters, Resumes and Interviewing techniques, Career Resilience
- Self-Concept- includes Self-Image, Self-Esteem, Pygmalion and Galatean Effect
- Benefits of Networking – Includes Elevator Pitch
- Presentation skills – includes several presentations throughout the semester and one Persuasive Presentation
- Intra-and Inter-Personal Communication
- Difficult Conversations/Negative News/Crisis Management – includes 3 formal letters written to superior, peers and subordinates
- Intercultural and International Business – Includes communicating on culturally sensitive issues and cultural etiquette and the influence of culture on communication
- Group Communication, Team dynamics and Effective meetings, Leadership skills
- Business Etiquette – Include formal dining, dress code levels, and business etiquette in the workplace

Employee Development Manager/Trainer, TEXAS A&M UNIVERSITY - COMMERCE (December, 2012 - August, 2024), Commerce, Texas. Host the annual Professional Development Day in Conference style including Keynote, 40-50 presenters, activities, meals, networking opportunities during and after the conference. Occasionally collaborated with other departments to help manage the logistics.

A key manager in the Human Resource team responsible for creating and executing Customer Service goals, streamlining processes, taking the lead with any short-term and long-term projects and facilitating any training for faculty and staff.

Manager for the Center for Professional Development which offers non-credit courses to the community. Instructor for the SHRM preparation class since Fall 2014.

Manager for the Wellness Department, which hosts activities and supplies content to improve the overall wellbeing of all faculty and staff

Continued training on Office and Business Skills for Faculty and Staff. Keynote speaker several times throughout the year at Departmental Retreats. Common topics were Customer Service, Teambuilding, Supervisor Skills and Office Products.

Operations/Training Manager for Dallas, Fort Worth, Oklahoma City and Tulsa, New Horizons Computer Learning Center (September, 2001 - August, 2011), Dallas, Texas. Part of a robust management team whose common goal is to improve the quality of the student experience while maintaining a healthy profit for the company. Operations Duties include: Management of Registrar's Duties, Liaison with the Building Management, Quality Assurance, LMS and CMS maintenance, Courseware maintenance, Vendor Relations, Mentored Learning Manager maintenance, Metrics That Matter maintenance, phone system maintenance, New Hire Support, and all shipping needs. All end of the month reporting on all metrics and accounting reports done by the end of the first week of the month. Responsible for all resources needed to create successful classes on a daily basis. Liaison with Sales team to close deals. Appropriate all resources for events, whether Instructor-Led, Mentored Learning or Online Live. Nurture relationships between Sales and Operations to facilitate all requests and maintain open communications between both departments. Represent Operations and Training in all discussions and decisions. Proactively research all products, courseware, training modalities, hardware and software needs to present for Account Executive training and ready instructors to deliver.

Accomplishments - took over duties of 3 managers and their staff in 3 locations, raised all metrics 20%; Metrics that matter scores, utilization percentages, online live ratios. Complete process documentation for entire Operations and Training departments. It was my duty to train all new hire instructors through a Train the Trainer program. This training is an intense 3-day seminar that Microsoft recognizes for their Microsoft Certified Trainer certification. My instructors were honored at an annual International Conference for several years in a row. 2011 Recipient of STAR award, an award given to Operation Teams for building revenue and maintaining excellent operation standards.

Operations/Training Manager, New Horizons Computer Learning Center (January, 1996 - January, 2001), Lafayette, Louisiana. Solely responsible for the coordination of classes and trainers as well as online purchasing of books, software and equipment.

Prepared a dynamic trimester schedule on a timely basis for both application and technical classes.

Coordinated the setup of closed classes and room rentals including but not limited to catering needs, hotel accommodations, software loading and any setup and tear down of equipment, boards, tables, and any other needs.

Monitor, support and motivate sales staff and handled all sales calls.

Public relations/marketing of new students.

Responsible for hiring, development and scheduling of all trainers including recruitment, coaching and contract negotiation.

Prepared to fill in as a trainer on any day or help trainers with last minute preparations of their classrooms including computer maintenance.

Controller

Performed daily accounting tasks using QuickBooks software: input of sales and receivables, deposits, payroll and sales taxes, semi-monthly payroll, monitoring of all purchases, establishment and maintenance of all vendor accounts, budgets, franchise fees, assured all bills were paid on a timely basis.

Trainer

Trained professionals in all vendor applications (Microsoft, Corel, Lotus, Intuit, Adobe, Symantec). Trained Microsoft Technical classes to prepare students for Microsoft Certified Systems Engineer Exams. Prepared classrooms for teaching including loading software, fixing hardware and the general cleanliness of classrooms. Continuously studied to improve classes and learn new software, which enabled me to confidently teach any class regardless of schedule or amount of notice. Accomplishments - Due to my diversified business and education experience gained through my employment progression with this company, I was able to save New Horizons CLC funds on upper management overhead, as they were able to fill both the Operations Manager and Training Manager positions with one person.

Intellectual Contributions

Intellectual Contributions Grid: All years

Category	BDS	AIS	TLS	Total
Paper Presentations (Refereed)		1		1
Totals		1		1

Presentations of Refereed Papers

State

Dyck, J. (2024-2025). *LinkedIn Learning for System Members*. Journey A&M System IT Shared Services conference, Virtual, Virtual.

Honors & Awards

Teaching

Courses Taught

Courses from the Teaching Schedule: BUSINESS COMMUNICATIONS

Other courses taught:

Business Writing, Proper Emails and Email Etiquette, Online Etiquette and Engagement, Phone Etiquette, Resilience, Address the Stress/Stress Management, Aging Workforce and its Effects on Corporate America, Change Management, Project Management, Conflict Resolution and De-escalation, Difficult Conversations, Situations and People, Customer Service Excellence, Using DiSC to Create Healthier Teams, Goal Setting, Grammar Essentials, Team Building, Leadership, Creating Mission, Vision and Value Statements, Creating a Business Plan and SWOT Analysis, Technical Writing, Why Professional Development Matters, First Time Supervisor, Seasoned Supervisor Refresher, Civility in the Workplace, Hiring Best Practices, Employee Engagement, Progressive Discipline, Onboarding on Campus, SMART Goals, Train the Trainer

Executive or Professional Education Courses Taught

2024-2025 - Career Readiness. Worked with the Senior Career Services Coordinator to add Software/Tools to better prepare students for careers.

These included:

Focus 2 Assessment Assignments

Adobe Express Job Application Essentials Assignment

LinkedIn Profile Assignment

Big Interview Assignment

Skills First Lecture

2023-2024 - LinkedIn Learning Implementation. Began a campaign to bring LinkedIn Learning to campus in 2020. TAMUC purchased LIL for Faculty and Staff in July 2020.

Licenses were extended to Students in May of 2022.

The College of Business incorporates these courses to supplement soft and hard skills for our students.

Teaching Activities and Efforts toward Continuous Improvement

2024-2025 - Hexathon. In a partnership with Hexa Global Ventures for an exclusive hackathon for current and former students where you'll collaborate with innovative startups. Your challenge? Answer this pivotal question: "How can academic resources and effective research methodologies be utilized by startups and entrepreneurs to conduct data-driven market research for identifying a product-market fit or developing a go-to-market strategy?" This was a 2 day event with over 50 students, including some students from Dallas College. Other Teaching Activities.

2023-2024 - Third Annual Business to Industry Event. **In the morning, business executives presented an overview of their business models and shared industry challenges in a post-pandemic world. In the afternoon, TAMUC representatives toured one of the four companies to gain hands-on insights into how business practitioners apply business concepts. The event was designed to create networking, consulting, job, and educational opportunities for all present.** Other Teaching Activities.

Service

TEXAS A&M UNIVERSITY - COMMERCE

University Assignments

Committee Chair:

2023-2024: Wellness Council

Committee Member:

2023-2024: Accessibility

2022-2023: QEP

Service to the Profession

Invited Lecture

2025-2026: ETAMU Provost office, Commerce, Texas (Local). Investing in US: US 397.01E Making Excel Work for Us This workshop will cover essential skills to enhance your everyday tasks using Excel.

What You'll Learn:

- Streamline Daily Documents: Discover efficient ways to use Excel for the many reports, budgets, and schedules you handle on campus.
- Data Manipulation Mastery: Learn techniques to organize, analyze, and manipulate data effectively, making your workflows smoother and more efficient.
- Visualize Your Data: Create compelling charts and graphs that bring your data to life, making it easier to communicate insights and trends.
- Fun Features in Excel: Explore exciting tools and functions that can make your data tasks enjoyable and engaging, including conditional formatting, data validation, and creative formulas.

REQUIRED

2024-2025: TAMUC Provost office, Commerce, Texas (Local). This course focuses on eight different elements that interconnect to help a person achieve a greater sense of wellbeing in their personal and professional life. The elements we will discuss are Physical, Environmental, Social, Financial, Spiritual/Existential, Intellectual, Emotional and Occupational/Career Wellness. Each week will focus on one piece of the wellness wheel, how to measure your well-being in that category and provide recommendations for boosting each element. We will highlight resources that already exist on campus and ideas for bringing other resources to campus will be discussed.

Professional Memberships

IABC, 2024

IABC-Dallas, 2024

Red River Valley HR Association, 11 years

SHRM National Organization, 11 years

Personal Professional Development

2025-2026: LinkedIn Learning Courses.

Cert Prep: PMI Agile Certified Practitioner (PMI-ACP)®

Completed 1/23/2025

Excel: Dashboards for Beginners
(CPE: 2)

Completed 1/2/2025

2024-2025: Journey A&M System IT Shared Services conference.

Journey unites business professionals from across the state of Texas towards one goal: **modernize the way we do business**. This virtual event helps to bridge knowledge gaps and improve decision-making by demonstrating the connections between the technologies you use daily. During the conference, you will have the opportunity to learn new skills, hear about new features and participate in discussions that will impact the future of work.

2023-2024: LinkedIn Learning Courses.

Communicating about Culturally Sensitive Issues

Completed 12/8/2023

Building Trust

Completed 12/6/2023

Learning to Be Approachable

Completed 12/5/2023

Having Difficult Conversations

Completed 11/28/2023

The 10 Essentials of Influence and Persuasion

Completed 11/4/2023

Designing a Presentation (2021)

Completed 11/3/2023

Writing a Resume

Completed 10/19/2023

Business Writing Principles

Completed 10/12/2023

Technical Writing: Quick Start Guides

Completed 9/18/2023

Communicating with Confidence (2015)

Completed 9/8/2023

The Three Pillars of Effective Communication

Completed 9/5/2023

Communication Foundations (2018)

Completed 8/31/2023

PowerPoint: Eight Easy Ways to Make Your Presentation Stand Out

Completed 6/1/2023

HR and Digital Transformation

Completed 5/15/2023

Human Resources: Leadership and Strategic Impact

Completed 5/12/2023

The Nine Best Ways to Invest in Yourself

Completed 5/10/2023

People Analytics

Completed 3/20/2023

Humor in the Workplace

Completed 3/19/2023

. (CPE: 19)

2023-2024: LinkedIn Learning Courses.

Communicating through Disagreement	Completed 12/6/2024
Writing Emails People Want to Read	Completed 12/6/2024
Confident Communication for Introverts	Completed 12/6/2024
Advanced Business Development: Communication and Negotiation	Completed 12/5/2024
Preparing for Successful Communication	Completed 12/5/2024
Mastering Communications as a Leader	Completed 12/4/2024
Communication Skills for Modern Management	Completed 12/4/2024
Communication Tips	Completed 12/3/2024
Mindful Communication for Less Conflict and Stronger Relationships	Completed 12/2/2024
Communicating with Diplomacy and Tact	Completed 12/2/2024
Communicating with Emotional Intelligence	Completed 12/1/2024
Active Listening for Better Leadership Communication	Completed 12/1/2024
Compassionate Directness	Completed 11/22/2024
Interpersonal Communication	Completed 10/14/2024
Introduction to Prompt Engineering for Generative AI (2023)	Completed 6/25/2024

. (CPE: 15)

2023-2024: Professional Development Day Host. I hosted, Emceed and presented at this event. It is an all day event with 50-60 sessions.

Professional Development Days provide valuable opportunities for faculty and staff to learn new skills, refine their expertise, and collaborate with others in their field. This dedicated day is essential in the education profession as we promote growth, engagement, and continuous improvement.

Presenters are chosen from our very own faculty and staff to either spotlight their own departments or share topics they are passionate about. We also invite partners in our community to present.

2023-2024: WorkHuman. **Workhuman Live** is a conference that brings together people to share ideas and create more human workplaces. The conference focuses on HR topics like employee engagement, strategic business alignment, and DE&I. It features industry leaders, researchers, and futurists, and includes targeted sessions, workshops, and networking.

Workhuman Live is a movement to make work smarter, more connected, and more human. Some say the conference is life-changing and can improve your knowledge and feelings for others.

Workhuman is an Irish multinational company that provides human capital management (HCM) software solutions.

. (CPE: 16)

2022-2023: LinkedIn Learning Courses.

Using Neuroscience for More Effective L&D	Completed 12/23/2022
Managing Your Time	Completed 10/27/2022
Customer Experience: Journey Mapping	Completed 10/21/2022
Humor, Seriously: Your Secret Weapon in Business (Book Bite)	Completed 9/9/2022
Training with Stories	Completed 9/7/2022
The Surprising Power of Seeing People as People	Completed 8/9/2022
Diversity, Inclusion, and Belonging	Completed 8/9/2022
Skills for Inclusive Conversations	Completed 8/3/2022
Developing a Service Mindset	Completed 7/26/2022
Communicating in the Language of Leadership	Completed 7/22/2022
What Are Your Blind Spots?	Completed 7/22/2022
The Six Morning Habits of High Performers	Completed 7/20/2022
15 Secrets Successful People Know about Time Management (getAbstract Summary)	Completed 7/20/2022
Bill George on Self-Awareness, Authenticity, and Leadership	Completed 7/8/2022
Jodi Glickman on Pitching Yourself (2018)	Completed 7/1/2022
Bystander Training: From Bystander to Upstander (2019)	Completed 6/3/2022
The Human Resources Hero	Completed 5/12/2022
Jodi Glickman on Make 'Em Love You at Work	Completed 5/12/2022
Using Tableau to Discover Powerful Business Insights (2021)	Completed 4/29/2022
Delivering an Authentic Elevator Pitch	Completed 1/4/2022
Giving Your Elevator Pitch	Completed 1/4/2022

.(CPE: 21)

2022-2023: SHRM Annual Conference and Expo. HR is changing faster than ever, and the future of work waits for no one. Staying ahead means more than just keeping up—it means leading the charge. You have an unmatched opportunity to connect with top industry experts and peers who understand your challenges.

With over 375 handpicked sessions, you'll dive deep into cutting-edge insights on AI advancements, emerging regulations, and the latest best practices reshaping our field. Engage in dynamic discussions, practical workshops, and inspiring keynotes that cover everything from managing a diverse workforce to innovative HR technologies.

This is not just a conference; it's a catalyst for your professional growth and a chance to future-proof your career. Network with thought leaders and HR professionals from around the globe, share experiences, and gather actionable strategies to take back to your organization.

Discover strategies to ensure your workplace thrives amid future challenges at the world's largest HR conference.

2021-2022: LinkedIn Learning Courses.

The Secret to Better Decisions: Stop Hoarding Chips	Completed 10/21/2021
Daniel Pink on Motivation	Completed 6/17/2021
How to Use LinkedIn Learning	Completed 6/1/2021
Using Humor In Training to Engage Your Audience	Completed 5/21/2021
Thriving @ Work: Leveraging the Connection between Well-Being and Productivity	Completed 3/19/2020

. (CPE: 5)

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